

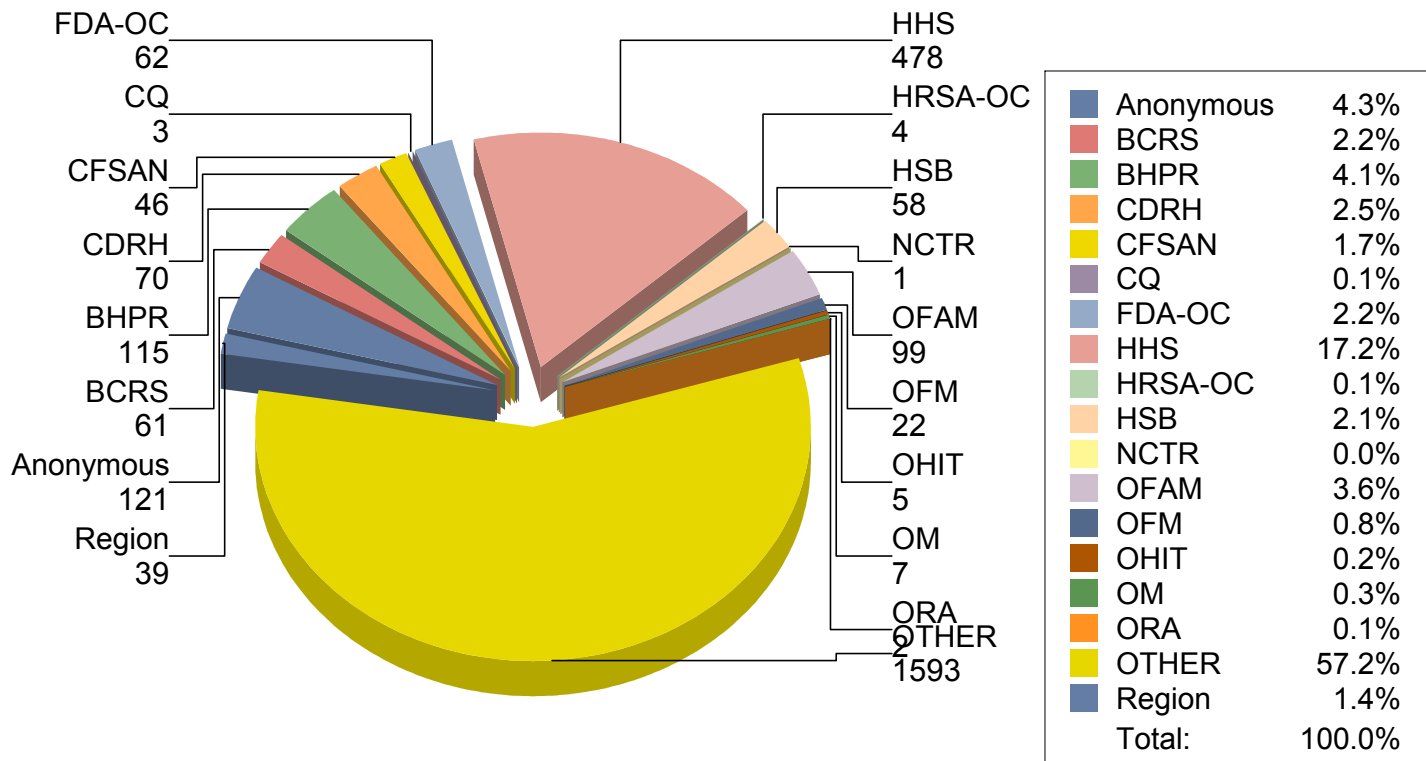
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Snapshot Date: 7/1/2008

Total Tickets: 2,786

Tickets by Non NIH



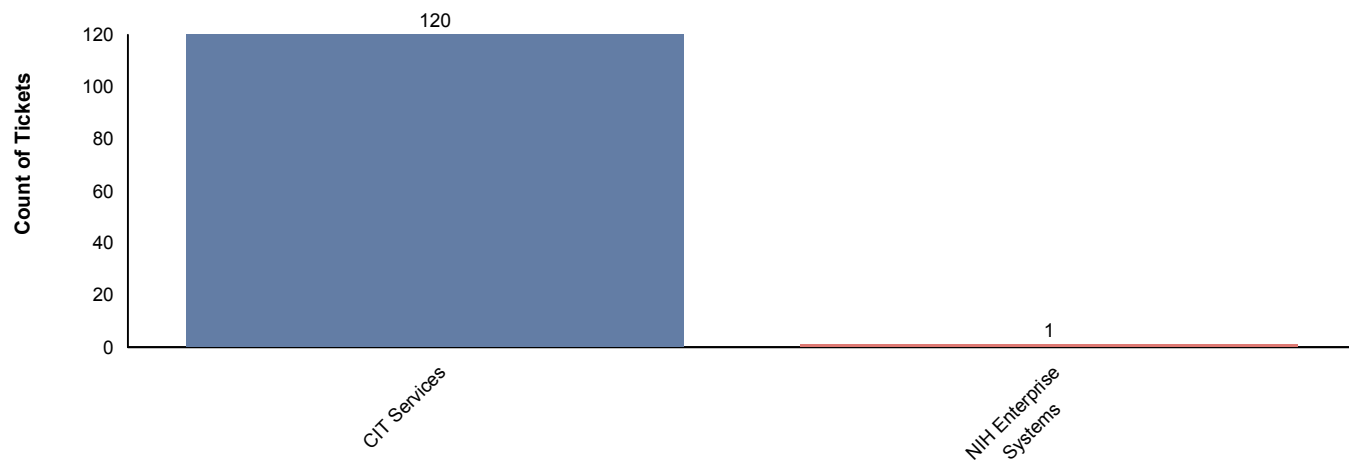
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For Anonymous

Total Tickets: 121



Anonymous

121

CIT Services

120

Accounts	2
General Information	116
Telecommunications	1
Video	1

NIH Enterprise Systems

1

ITAS	1
------	---

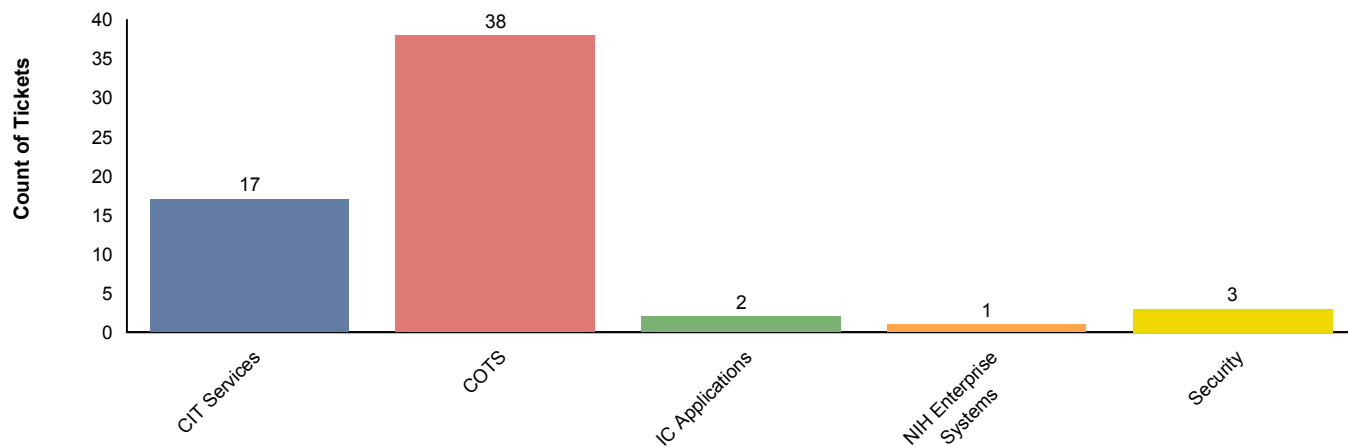
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For BCRS

Total Tickets: 61



BCRS

61

CIT Services

17

Accounts 6
Back Office Support 4
Email 5
General Information 2

COTS

38

Application Support 12
Hardware 26

IC Applications

2

CC Technical Operations 1
Local LAN 1

NIH Enterprise Systems

1

GovTrip User Call 1

Security

3

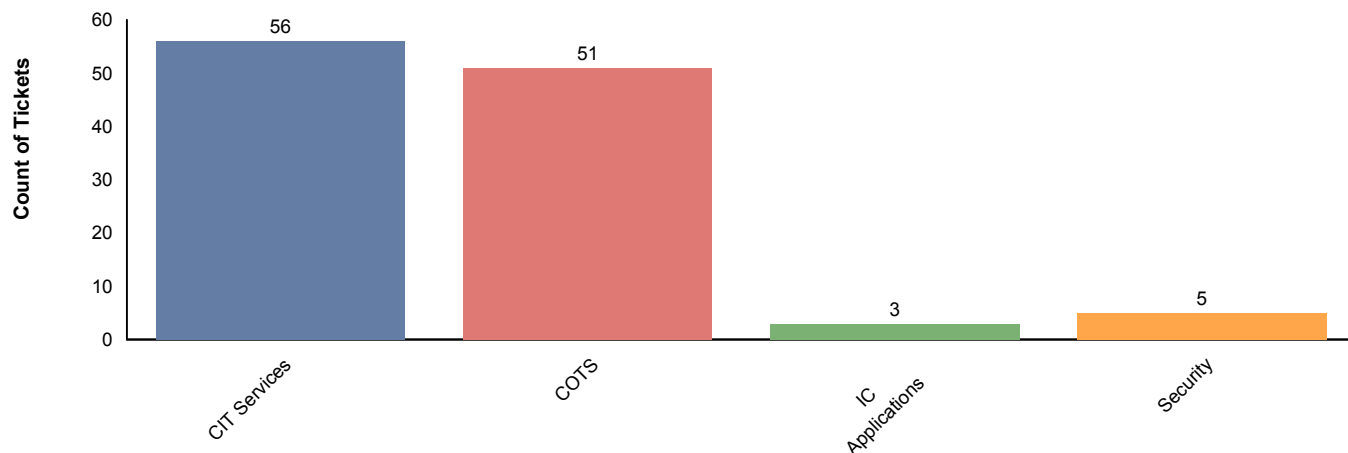
Security 3

Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary
For BHPR

Total Tickets: 115

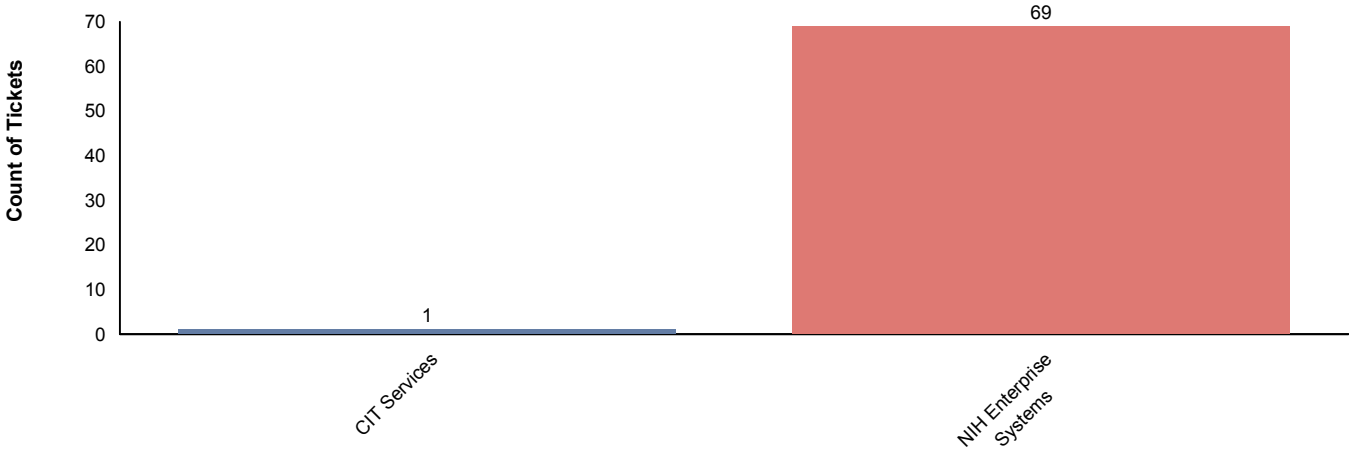


BHPR		115
CIT Services		56
Accounts	25	
Back Office Support	15	
Conference Room Support-Equipme	1	
Connectivity	3	
Email	8	
General Information	2	
Training	1	
Wireless Services	1	
COTS		51
Application Support	17	
Hardware	34	
IC Applications		3
Local LAN	2	
Web Site Issue (non-CIT)	1	
Security		5
Anti Virus SW	1	
Security	4	

Non NIH Tickets - By Category Summary and Organization
For 06/01/2008 to 06/30/2008

Tickets By Category Summary
For CDRH

Total Tickets: 70

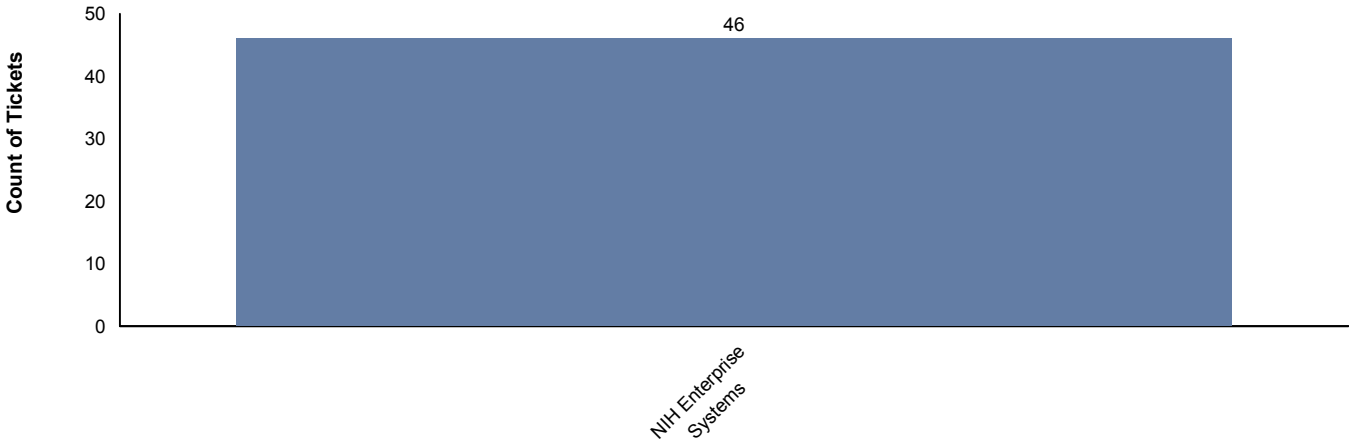


CDRH	70	
CIT Services	1	1
Email	1	
NIH Enterprise Systems	69	69
ITAS	69	

Non NIH Tickets - By Category Summary and Organization
For 06/01/2008 to 06/30/2008

Tickets By Category Summary
For CFSAN

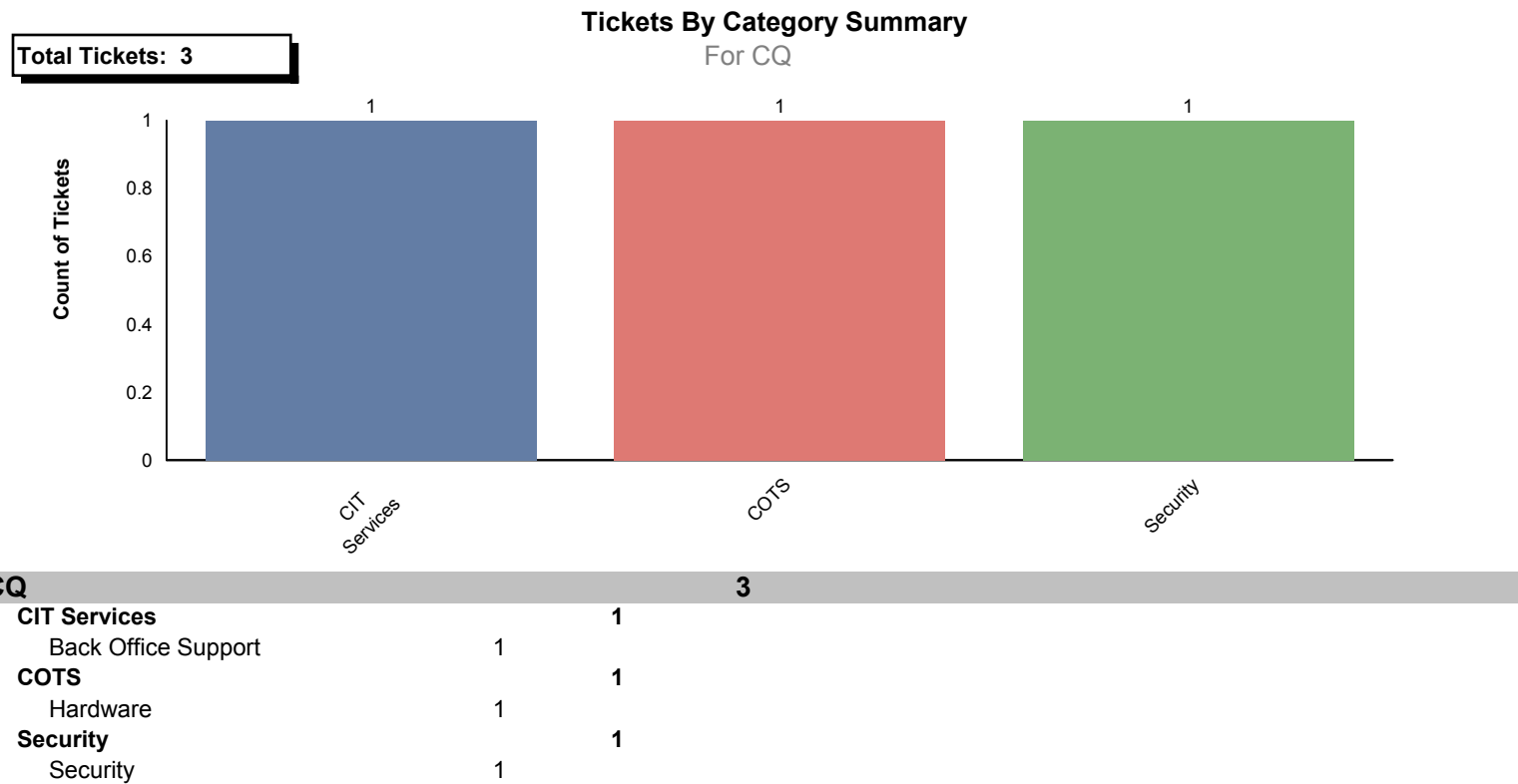
Total Tickets: 46



CFSAN	46
NIH Enterprise Systems	46
ITAS	46

Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008



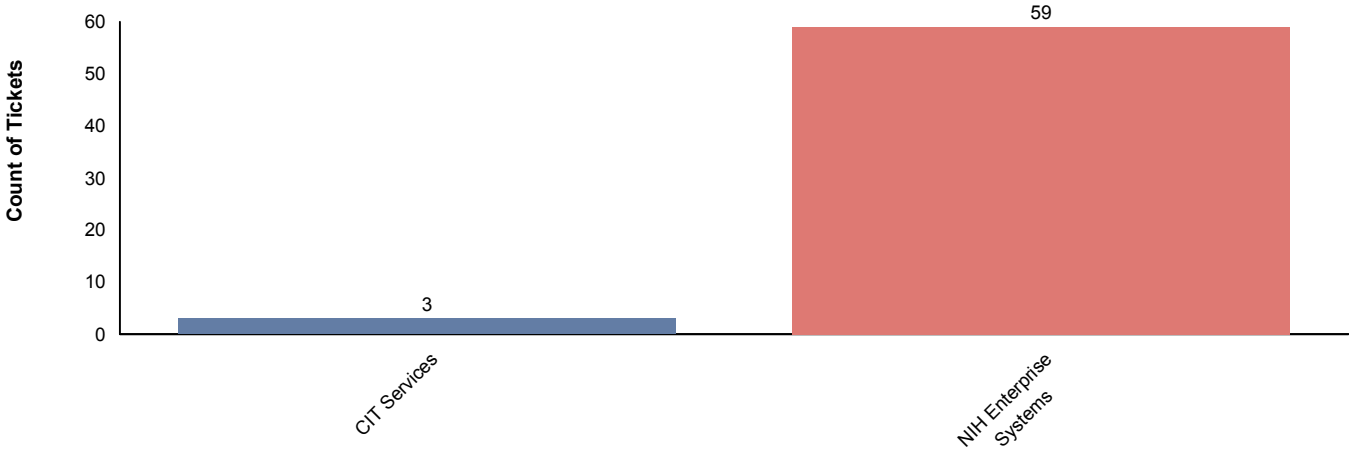
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For FDA-OC

Total Tickets: 62



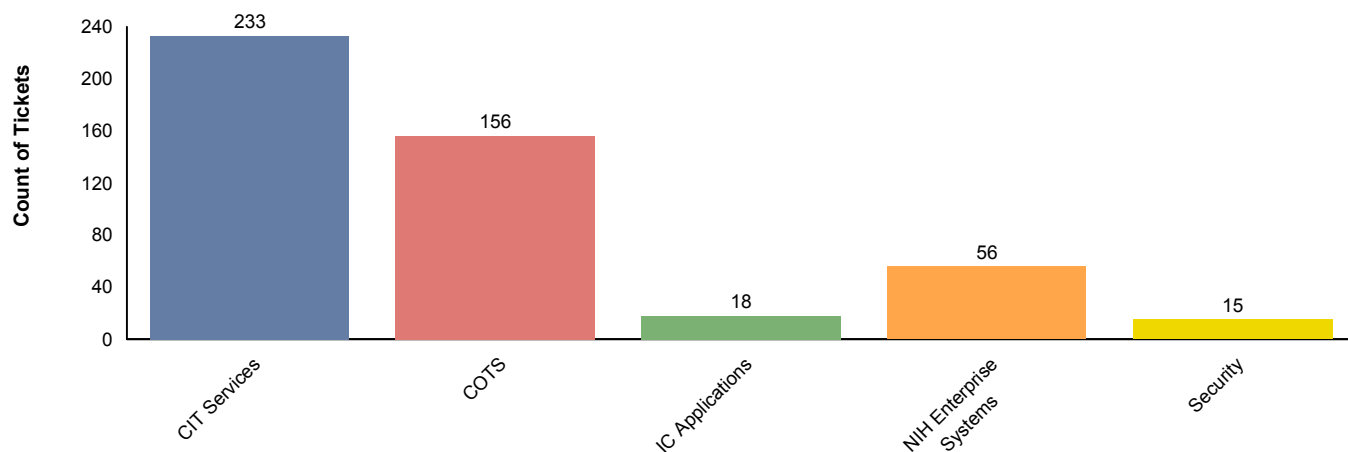
FDA-OC		62
CIT Services		3
Accounts	3	
NIH Enterprise Systems		59
ITAS	59	

Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary
For HHS

Total Tickets: 478



HHS

478

CIT Services

233

Accounts	118
Back Office Support	30
CIT Categories	7
Conference Room Support-Equipme	1
Connectivity	8
Email	42
General Information	9
NIHnet	2
OS/390	4
Telecommunications	1
Training	2
Video	2
Wireless Services	7

COTS

156

Application Support	65
Hardware	91

IC Applications

18

CC Clinical Applications	1
CC Technical Operations	3
Local LAN	4
Web Site Issue (non-CIT)	10

NIH Enterprise Systems

56

ADB	1
eRA-DB	4
eRA-External	1
eRA-Grants Management	7
eRA-IMPAC II	18
eRA-Reporting	1
eRA-Software BA	1
eRA-UAT	1
ITAS	6
NBS-User Call	2
NED	5
NIH Services	9

Security

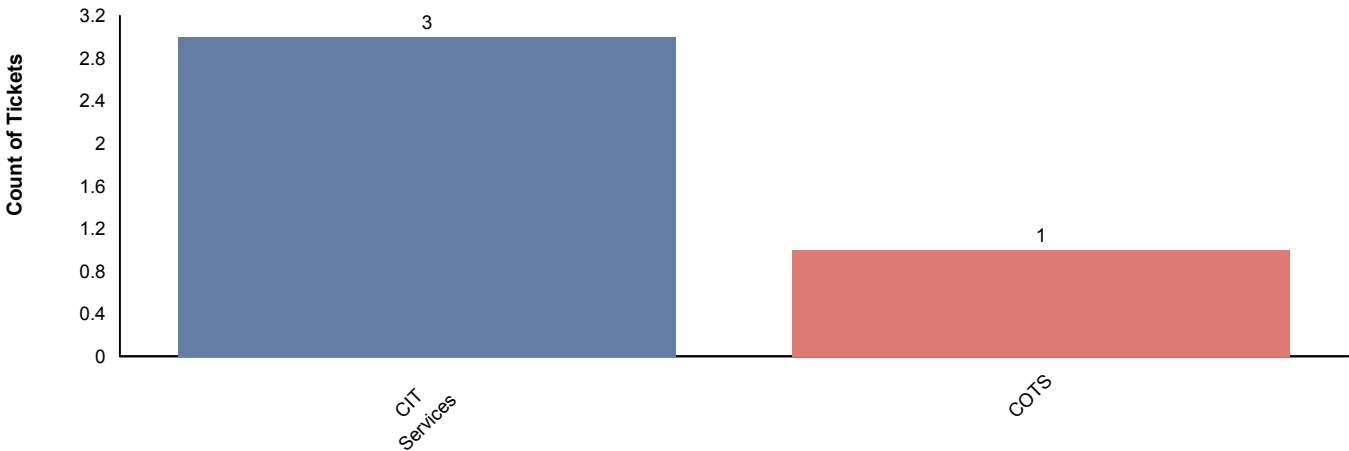
15

Anti Virus SW	4
Security	11

Non NIH Tickets - By Category Summary and Organization
For 06/01/2008 to 06/30/2008

Tickets By Category Summary
For HRSA-OC

Total Tickets: 4



HRSA-OC			4
CIT Services			3
Accounts	2		
Back Office Support	1		
COTS			1
Hardware	1		

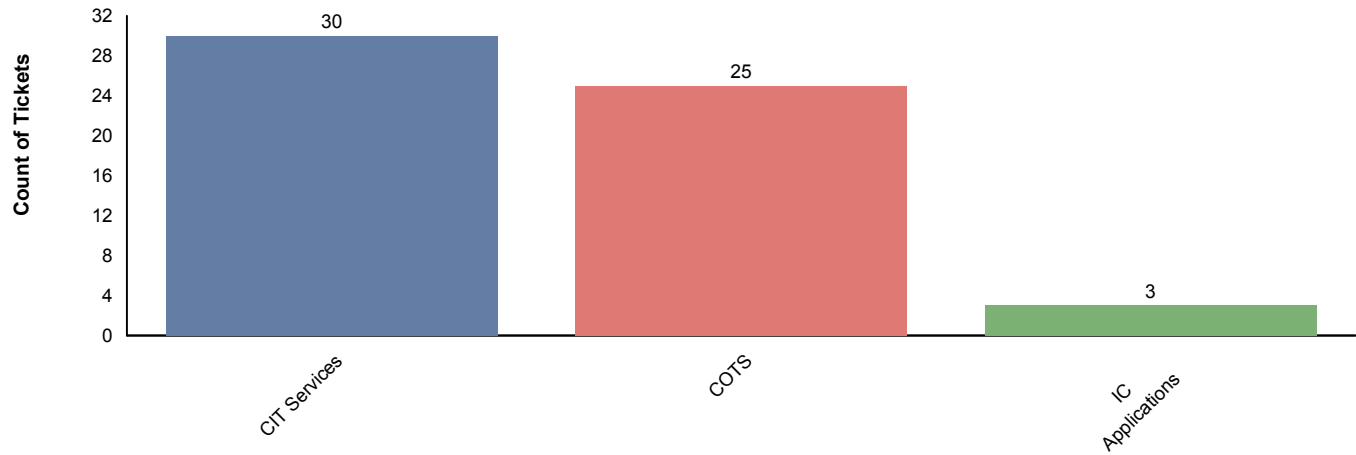
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For HSB

Total Tickets: 58



HSB

58

CIT Services

30

Accounts	12
Back Office Support	5
CIT Categories	1
Connectivity	1
Email	7
General Information	1
Video	1
Wireless Services	2

COTS

25

Application Support	9
Hardware	16

IC Applications

3

Local LAN	1
Web Site Issue (non-CIT)	2

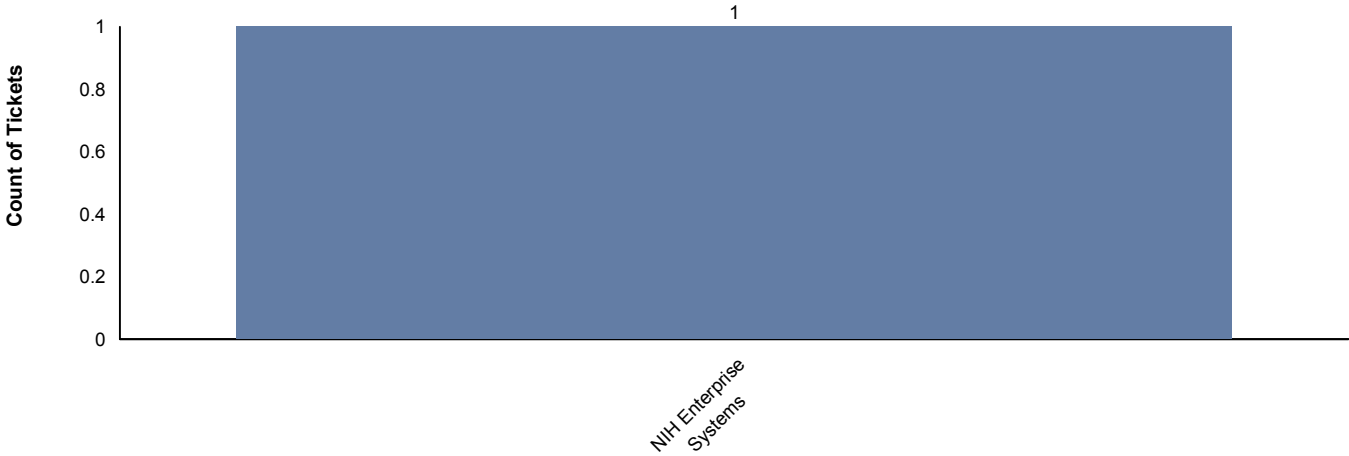
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For NCTR

Total Tickets: 1



NCTR			1
NIH Enterprise Systems	1		
ITAS	1		

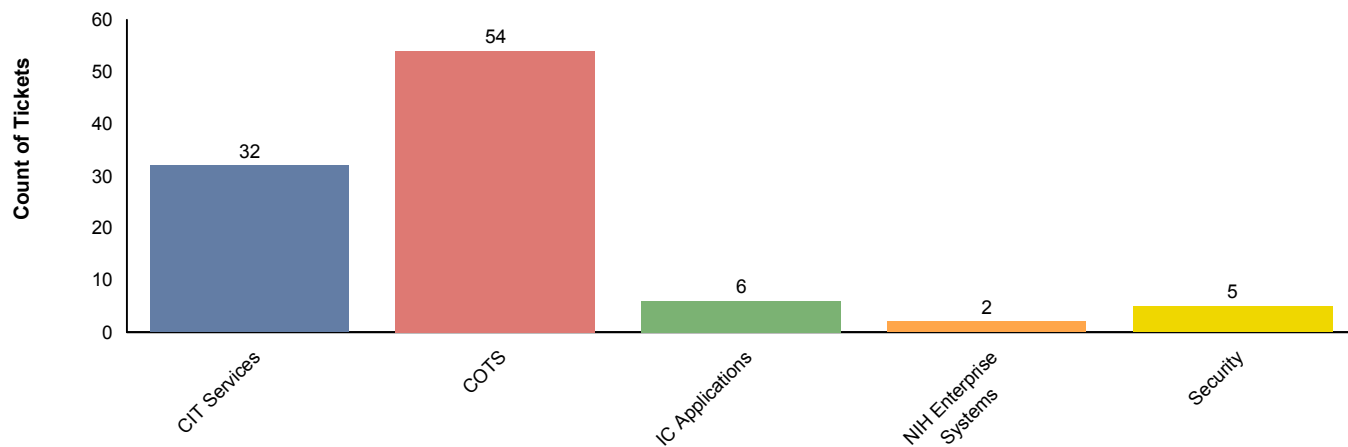
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For OFAM

Total Tickets: 99



OFAM

99

CIT Services

32

Accounts	18
Back Office Support	5
Connectivity	1
Email	4
General Information	2
Wireless Services	2

COTS

54

Application Support	18
Hardware	36

IC Applications

6

CC Technical Operations	1
Local LAN	2
Web Site Issue (non-CIT)	3

NIH Enterprise Systems

2

ITAS	2
------	---

Security

5

Anti Virus SW	2
Security	3

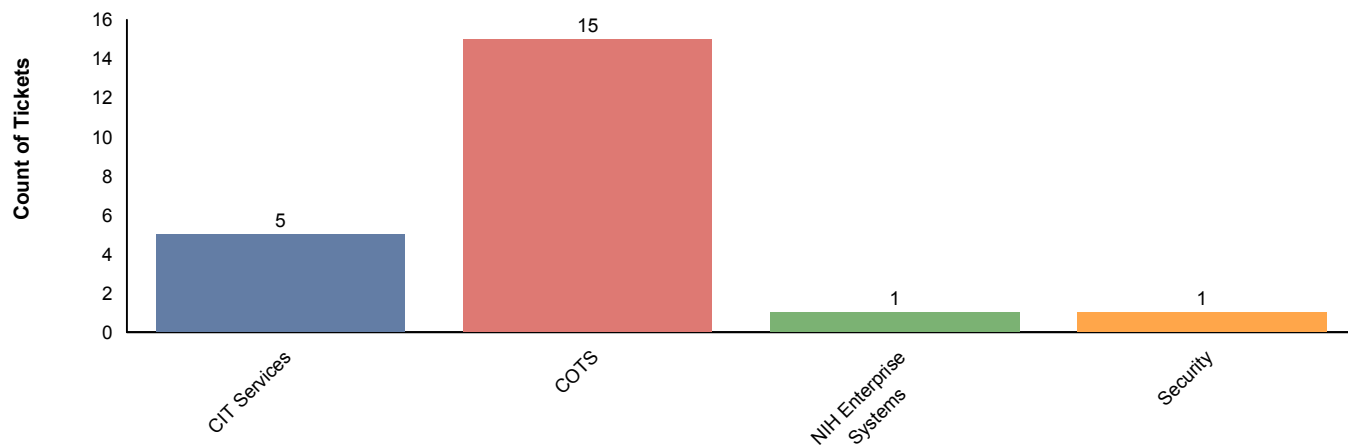
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For OFM

Total Tickets: 22



OFM

22

CIT Services

5

Accounts

2

Back Office Support

1

Email

2

COTS

15

Application Support

5

Hardware

10

NIH Enterprise Systems

1

Capital HR Security

1

Security

1

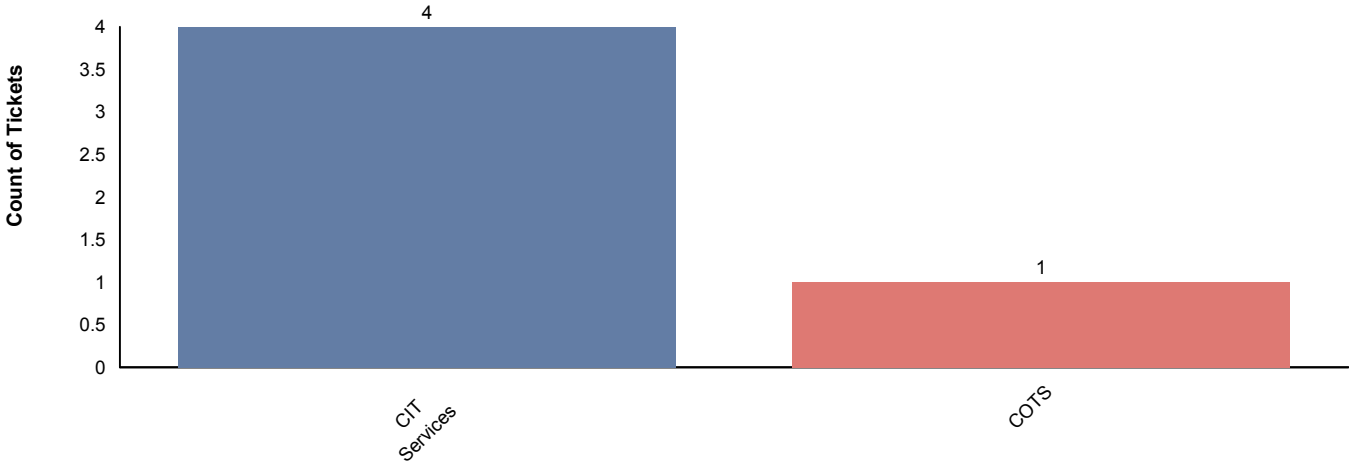
Security

1

Non NIH Tickets - By Category Summary and Organization
For 06/01/2008 to 06/30/2008

Tickets By Category Summary
For OHIT

Total Tickets: 5



OHIT			5
CIT Services			4
Back Office Support	3		
Email	1		
COTS			1
Hardware	1		

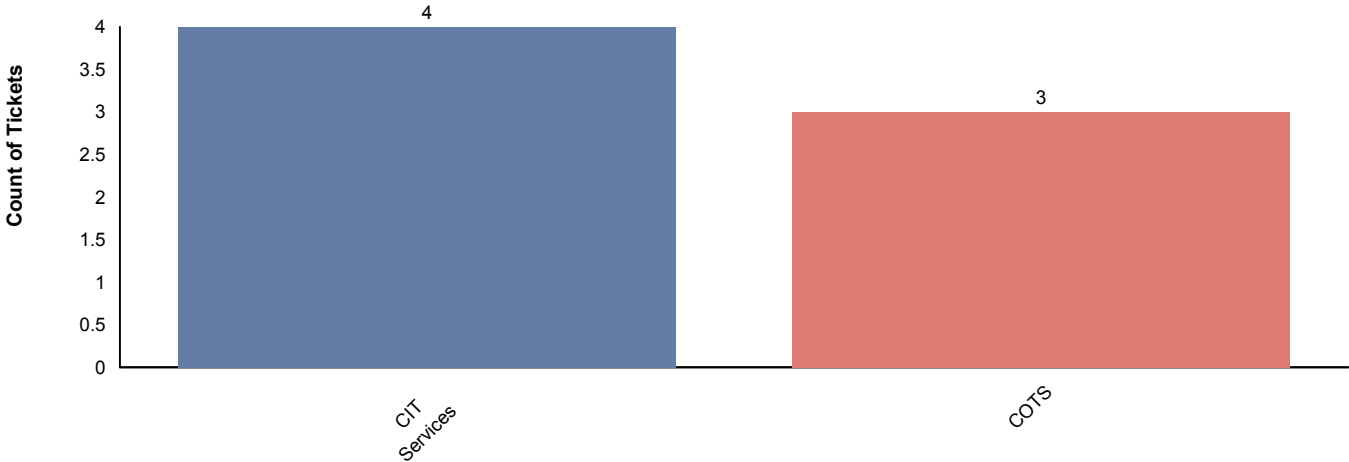
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

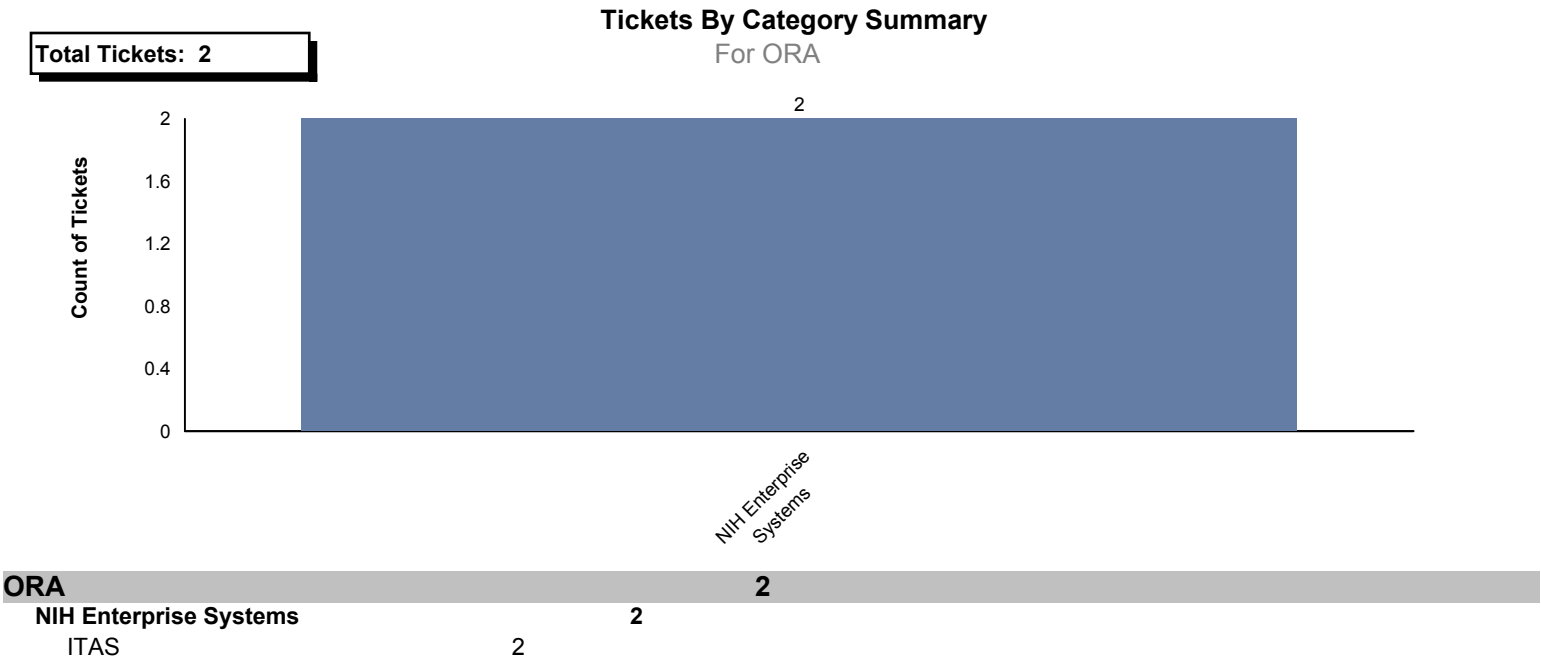
For OM

Total Tickets: 7



OM			7
CIT Services			4
Accounts	2		
Back Office Support	1		
Connectivity	1		
COTS			3
Hardware	3		

Non NIH Tickets - By Category Summary and Organization
For 06/01/2008 to 06/30/2008



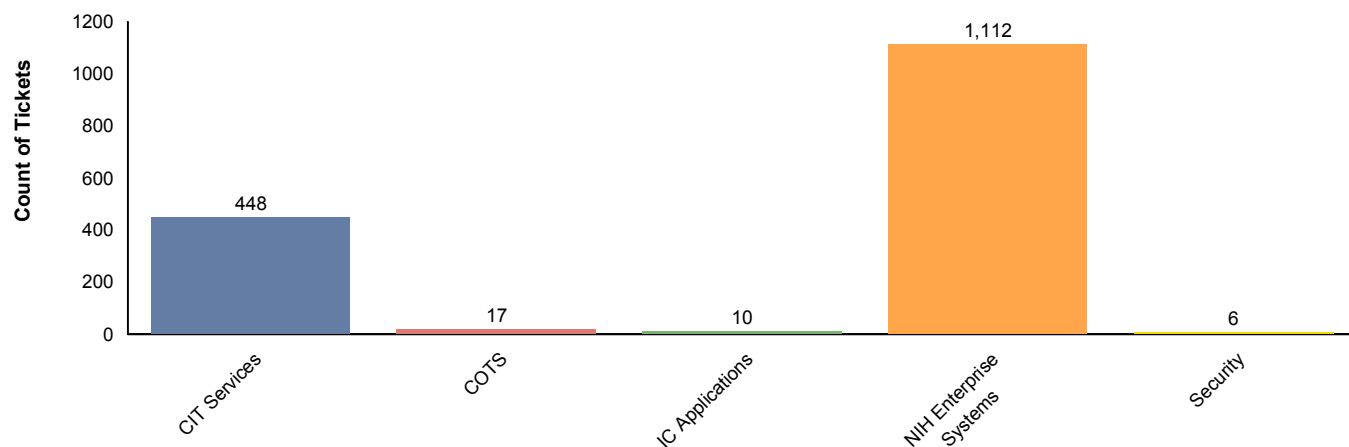
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For OTHER

Total Tickets: 1,593



OTHER		1,593
CIT Services		448
Accounts	258	
ASR	1	
Back Office Support	11	
CIT Categories	24	
CIT Categories Remedy	1	
Connectivity	2	
Email	70	
General Information	59	
iSDP/Software Distribution	1	
NIHnet	3	
OS/390	9	
Pubs	1	
Training	1	
Video	6	
Wireless Services	1	
COTS		17
Application Support	6	
Hardware	11	
IC Applications		10
CC Clinical Applications	1	
CC Technical Operations	1	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		1,112
ADB	1	
eRA-COMMONS	729	
eRA-CRISP	1	
eRA-DB	4	
eRA-External	305	
eRA-Grants Management	5	
eRA-IMPAC II	6	
eRA-Infrastructure	1	
eRA-Partnership Issues	4	
eRA-Referral and Review	47	
eRA-Reporting	1	
eRA-S2S	1	
ITAS	2	
NBS-User Call	2	
NIH Data Warehouse	1	

NIH Services	2	
Security		6
Security	6	

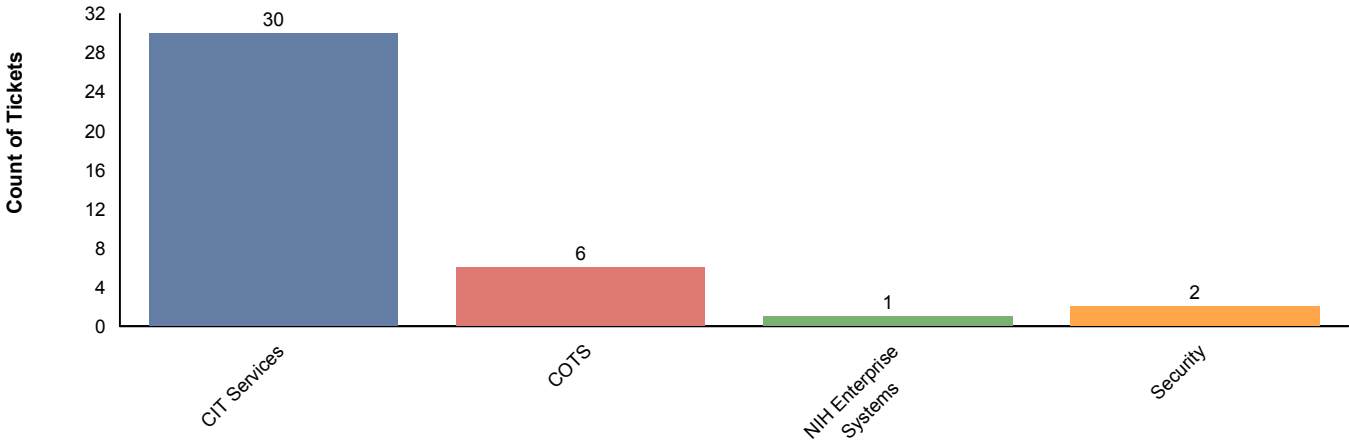
Non NIH Tickets - By Category Summary and Organization

For 06/01/2008 to 06/30/2008

Tickets By Category Summary

For Region

Total Tickets: 39



Region			39
CIT Services			30
Accounts	27		
Back Office Support	1		
Email	2		
COTS			6
Application Support	3		
Hardware	3		
NIH Enterprise Systems			1
ITAS	1		
Security			2
Anti Virus SW	1		
Security	1		